

CLAIMS:

What is claimed is:

1. A method in a data processing system for managing subscription computing
 5 services, the method comprising:
 providing subscription computing services to a set of clients in a network data
 processing system; and
 billing a mobile client with in the set of clients for a subscription computing
 service based on a location of the mobile client.
 10
2. The method of claim 1, wherein a rate used to bill the mobile client for the
 subscription computing service is based on a cost of providing the subscription
 computing service to the mobile client at the location.
- 15 3. The method of claim 1, wherein the subscription computing service includes at
 least one of online user help, on site-support, backup of data, anti-virus support, and
 software installation.
4. The method of claim 1, wherein the network data processing system includes at
 20 least one of an Internet, an intranet, a wide area network, or a local area network.
5. A method in a data processing system for managing services, the method
 comprising:
 receiving a request for a service from a client;
 25 identifying a location of the client in response to receiving the request; and
 billing the client for the service based on the location of the client.

6. The method of claim 5, wherein the location is a customer premises.

7. The method of claim 6 wherein the location is a location off the customer
5 premises.

8. The method of claim 5 further comprising:
selectively providing the service based on the location of the client.

10 9. The method of claim 8, wherein the service is unavailable if the client is within a
selected location.

10. The method of claim 8, wherein the service is unavailable if the client is outside
of a selected location.
15

11. The method of claim 5, wherein the service is one of a remote automatic diagnosis
service, technical support, a self help service, or on-site support.

12. The method of claim 5, wherein the identifying step comprises:
20 identifying the location of the client using a global positioning system.

13. The method of claim 5, wherein the identifying step comprises:
identifying the location of the client using caller identification information
received when the client establishes a communications link to the data processing system.
25

14. The method of claim 5, wherein the location is identified in the request.

15. The method of claim 5, wherein the client is billed based on a bandwidth available from the location.

5 16. The method of claim 5, wherein the client is billed based on a distance between the location and the data processing system.

17. The method of claim 5, wherein billing of the client is based on latency of data transfer between the client and the data processing system at the location.

10

18. The method of claim 5, wherein the billing of the client is based on available bandwidth for data transfer between the client and the data processing system at the location.

15 19. The method of claim 5, wherein the client is a mobile client.

20. The method of claim 5, wherein the services are subscription computing services.

21. A method in a data processing system for managing services, the method comprising:

20 receiving a request for a service from a client;
identifying a current location of the client in response to receiving the request;
determining whether to provide the service based on the current location of the client;
providing the service in response to a determination to provide the service; and
25 billing the client for the service based on the current location of the client if the service is provided to the client.

22. The method of claim 21, wherein the client is a mobile client.

23. A network data processing system comprising:

5 a network;

a plurality of clients, wherein the plurality of clients establish communications links to the network; and

a server in communication with the network, wherein the server provides services to the plurality of clients and wherein the server receives a request for a service from a client; identifies a location of the client in response to receiving the request; and bills the client for the service based on the location of the client.

24. The network data processing system of claim 23, wherein one client with the plurality of clients is a mobile client and requests services from more than a single

15 location at different times.

25. A data processing system comprising:

a bus system;

a communications unit connected to the bus system;

20 a memory connected to the bus system, wherein the memory includes a set of instructions; and

a processing unit connected to the bus system, wherein the processing unit executes the set of instructions to provide subscription computing services to a set of clients in a network data processing system; and bill a mobile client with in the set of clients for a subscription computing service based on a location of the mobile client.

26. A data processing system comprising:

a bus system;

a communications unit connected to the bus system;

a memory connected to the bus system, wherein the memory includes a set of

5 instructions; and

a processing unit connected to the bus system, wherein the processing unit executes the set of instructions to receive a request for a service from a client; identify a location of the client in response to receiving the request; and bill the client for the service based on the location of the client.

10

27. A data processing system comprising:

a bus system;

a communications unit connected to the bus system;

a memory connected to the bus system, wherein the memory includes a set of

15 instructions; and

a processing unit connected to the bus system, wherein the processing unit executes the set of instructions to receive a request for a service from a client; identify a current location of the client in response to receiving the request; determine whether to provide the service based on the current location of the client; provide the service in response to a determination to provide the service; and bill the client for the service based on the current location of the client if the service is provided to the client.

20

28. A data processing system for managing subscription computing services, the data processing system comprising:

25 providing means for providing subscription computing services to a set of clients in a network data processing system; and

billing means for billing a mobile client with in the set of clients for a subscription computing service based on a location of the mobile client.

29. The data processing system of claim 28, wherein a rate used to bill the mobile
5 client for the subscription computing service is based on a cost of providing the subscription computing service to the mobile client at the location.

30. The data processing system of claim 28, wherein the subscription computing
10 service includes at least one of online user help, on site-support, backup of data, anti-virus support, and software installation.

31. The data processing system of claim 28, wherein the network data processing
15 system includes at least one of an Internet, an intranet, a wide area network, or a local area network.

32. A data processing system for managing services, the data processing system
comprising:
receiving means for receiving a request for a service from a client;
identifying means for identifying a location of the client in response to receiving
20 the request; and
billing means for billing the client for the service based on the location of the client.

33. The data processing system of claim 32, wherein the location is a customer
25 premises.

34. The data processing system of claim 33 wherein the location is a location off the customer premises.

35. The data processing system of claim 32 further comprising:
5 providing means for selectively providing the service based on the location of the client.

36. The data processing system of claim 35, wherein the service is unavailable if the client is within a selected location.

10

37. The data processing system of claim 35, wherein the service is unavailable if the client is outside of a selected location.

38. The data processing system of claim 32, wherein the service is one of a remote
15 automatic diagnosis service, technical support, a self help service, or an on-site support.

39. The data processing system of claim 32, wherein the identifying means comprises:
means for identifying the location of the client using a global positioning system.

20 40. The data processing system of claim 32, wherein the identifying means comprises:
means for identifying the location of the client using caller identification
information received when the client establishes a communications link to the data
processing system.

25 41. The data processing system of claim 32, wherein the location is identified in the request.

42. The data processing system of claim 32, wherein the client is billed based on a bandwidth available from the location.

5 43. The data processing system of claim 32, wherein the client is billed based on a distance between the location and the data processing system.

44. The data processing system of claim 32, wherein billing of the client is based on latency of data transfer between the client and the data processing system at the location.

10

45. The data processing system of claim 32, wherein the billing of the client is based on available bandwidth for data transfer between the client and the data processing system at the location.

15 46. The data processing system of claim 32, wherein the client is a mobile client.

47. A data processing system for managing services, the data processing system comprising:

receiving means for receiving a request for a service from a client;

20 identifying means for identifying a current location of the client in response to receiving the request;

determining means for determining whether to provide the service based on the current location of the client;

25 providing means for providing the service in response to a determination to provide the service; and

billing means for billing the client for the service based on the current location of the client if the service is provided to the client.

48. The data processing system of claim 47, wherein the client is a mobile client.

5

49. A computer program product in a computer readable medium for managing subscription computing services, the computer program product comprising:

first instructions for providing subscription computing services to a set of clients in a network data processing system; and

10 second instructions for billing a mobile client with in the set of clients for a subscription computing service based on a location of the mobile client.

50. The computer program product of claim 49, wherein a rate used to bill the mobile client for the subscription computing service is based on a cost of providing the
15 subscription computing service to the mobile client at the location.

51. The computer program product of claim 49, wherein the subscription computing service includes at least one of online user help, on site-support, backup of data, anti-virus support, and software installation.

20

52. The computer program product of claim 49, wherein the network data processing system includes at least one of an Internet, an intranet, a wide area network, or a local area network.

25 53. A computer program product in a computer readable medium for managing services, the computer program product comprising:

first instructions for receiving a request for a service from a client;
second instructions for identifying a location of the client in response to receiving
the request; and
third instructions for billing the client for the service based on the location of the
5 client.

54. The computer program product of claim 53, wherein the location is a customer
premises.

10 55. The computer program product of claim 54 wherein the location is a location off
the customer premises.

56. The computer program product of claim 53 further comprising:
fourth instructions for selectively providing the service based on the location of
15 the client.

57. The computer program product of claim 56, wherein the service is unavailable if
the client is within a selected location.

20 58. The computer program product of claim 56, wherein the service is unavailable if
the client is outside of a selected location.

59. The computer program product of claim 53, wherein the service is one of a remote
automatic diagnosis service, technical support, a self help service, or an on-site support.

60. The computer program product of claim 53, wherein the second instructions comprises:

sub-instructions for identifying the location of the client using a global positioning system.

5

61. The computer program product of claim 53, wherein the second instructions comprises:

sub-instructions for identifying the location of the client using caller identification information received when the client establishes a communications link to the data processing system.

10

62. The computer program product of claim 53, wherein the location is identified in the request.

63. The computer program product of claim 53, wherein the client is billed based on a bandwidth available from the location.

15

64. The computer program product of claim 53, wherein the client is billed based on a distance between the location and the data processing system.

20

65. The computer program product of claim 53, wherein billing of the client is based on latency of data transfer between the client and the data processing system at the location.

66. The computer program product of claim 53, wherein the billing of the client is based on available bandwidth for data transfer between the client and the data processing system at the location.

5 67. The computer program product of claim 53, wherein the client is a mobile client.

68. A computer program product in a computer readable medium for managing services, the computer program product comprising:

first instructions for receiving a request for a service from a client;

10 second instructions for identifying a current location of the client in response to receiving the request;

third instructions for determining whether to provide the service based on the current location of the client;

15 fourth instructions for providing the service in response to a determination to provide the service; and

fifth instructions for billing the client for the service based on the current location of the client if the service is provided to the client.

69. The computer program product of claim 68, wherein the client is a mobile client.